



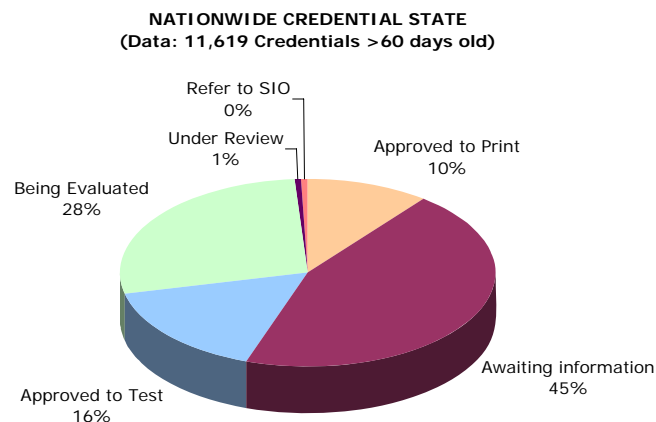
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## Mariner Licensing and Documentation Credential Inventory Reduction Initiative

One of the goals of the MLD restructuring and centralization project is to reduce the time it takes for mariners to receive their credentials. This is being accomplished by a three-pronged strategy of increasing throughput, reducing inventory, and improving quality.

The Quality Assurance Division at NMC conducted a nationwide analysis of 11,619 applications that are over 60 days old to identify the cause of delays. The results show that 45% of these pending applications are sitting on shelves waiting for mariners to send missing information to their evaluator. A large number of applications (28%) are currently being undergoing security, medical and professional qualification evaluations. A good number of applications (16%) are sitting idle waiting for mariners to come to the REC to be tested.

To immediately begin addressing processing time, and in preparation for the transition, all of the RECs will be taking steps to reduce their active credential application inventory. Mariners with pending applications can expect to be contacted to determine the status of any outstanding requests for missing information. Mariners approved to test will also be contacted to schedule a convenient time to take their exams. Older applications that have expired will be withdrawn from production.



The Coast Guard is serious about improving the Mariner Licensing and Documentation program. As we moved towards faster and more efficient operations and improve customer service, we ask for your continued patience and we welcome your suggestions.

Regards,

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Captain, U. S. Coast Guard